

FRESNO, CALIFORNIA

CLASS SPECIFICATION

DIVISION MANAGER

FLSA STATUS:

Exempt

CLASS SUMMARY:

The Division Manager is the second level in a four-level Management series. Incumbents are responsible for a specific operational division within a department. Responsibilities include planning and assessment related to operational goals and targets, drafting policies and procedures, providing oversight in the implementation plans, serving as a liaison, and ensuring collaboration and coordination across internal divisions and departments. Incumbents typically have Citywide or regional responsibilities within a programmatic area and have responsibility for supervising other supervisors and line employees. Incumbents may act in the absence of an Assistant Department Director or Department Director as assigned.

The Division Manager is distinguished from the Section Manager by its responsibility for managing the operations of a division within a department. The Division Manager is distinguished from the Assistant Department Director, which is responsible for serving as an administrative manager for a major department.

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1. Supervises staff, including prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring and recommendations for disciplinary and/or corrective action.
2. Manages the daily operations of an assigned division, which includes: planning, coordinating, administering, evaluating, and recommending projects, processes, procedures, systems, and standards; developing and coordinating work plans; participating in the development of goals and objectives; and, ensuring compliance with applicable Federal, State, and local laws, regulations, codes, and/or standards.
3. Communicates and collaborates with internal departments, external consultants, vendors, external agencies, regulatory officials, the general public, elected officials and executive management and/or other interested parties to coordinate work activities, exchange information, and resolve problems.

Daily
10%

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Daily
25%

Daily
10-20%

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4.	Responds to questions and more <u>complex</u> complaints from the public and/or other agencies regarding issues, problems, and concerns; evaluates situations and recommends solutions; coordinates work with other sections, divisions, and/or departments and outside agencies as needed.	Daily 5%
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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		FRE-QUENCY
5.	Manages, oversees, and participates in the compilation and maintenance of operational records; initiates, develops, recommends, and oversees the implementation of operational changes to ensure compliance with established policies, procedures, standards, and/or regulations to ensure effective and efficient operations; recommends and initiates improved work methods and procedures.	Weekly 10%
6.	Represents the City and/or division at a variety of meetings, advisory groups, committees, agencies, councils, and/or other related groups.	Weekly 20%
7.	Prepares, reviews, interprets, and analyzes a variety of information, data, and reports; makes recommendations based on findings; communicates pertinent information to internal and external parties.	Weekly 10-20%
8.	Responsible for preparing, forecasting, and administering assigned budget, which may include capital improvement budgets; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.	Monthly 15-25%
9.	Performs other duties of a similar nature or level.	As Required
Training and Experience (positions in this class typically require): <ul style="list-style-type: none"> Bachelor's Degree in a related to technical discipline and five years of directly related experience including two years of supervisory experience; OR Based upon assignment, seven years of directly related experience including two years supervisory experience is required; OR An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. 		Deleted: 6 Deleted: 7 Deleted: 8. Deleted: Estimates personnel, material and equipment requirements for division projects; oversees the proper maintenance of vehicles, equipment, and/or tools utilized in daily operations Deleted: Weekly 10% Deleted: 9. Deleted: Oversees the maintenance of appropriate inventory levels, requisitioning supplies, equipment, and materials to ensure availability in support of efficient section operations. Deleted: Weekly 5% Deleted: 10 Deleted: . Deleted: 5 Deleted: 11. Deleted: Assists in Deleted: preparing, Deleted: division Deleted: 0 Deleted: 12

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Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Valid State of California Driver's License, Class C;
- ~~One or more licenses or professional certifications related to the specific technical discipline as required, preferred, or desirable;~~
- ~~Professional certification within a specific time frame as mandated by a national, state or locally-recognized agency.~~

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Knowledge (position requirements at entry, may include):

Knowledge of:

- Management practices in public administration;
- Public relations principles;
- Budget administration principles and practices;
- Financial management principles;
- Negotiation and mediation techniques;
- Public administration concepts and theories;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Heating, ventilation, air conditioning and refrigeration systems and equipment;
- Strategic planning principles;
- Contract management principles and practices;
- Program/project management planning principles and techniques.
- Budget preparation and control techniques, principles and practices;
- Training methods, principles and procedures;
- Customer service policies, principles and practices.

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Skills (position requirements at entry, may include):

Skill in:

- Coaching, monitoring and evaluating employees;
- Prioritizing and assigning work;
- Using computerized equipment and related software applications;
- Managing division operations;
- Managing multiple priorities simultaneously;
- Analyzing and developing policies and procedures;
- Interpreting, applying, and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations;
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals;
- Analyzing, interpreting, and understanding technical and statistical information;
- Conducting negotiations and mediations;
- Preparing and giving presentations: speaking in public, Managing contracts in assigned area of responsibility;
- Preparing clear, concise, and comprehensive reports, records, correspondence, and other written materials;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, elected officials and executive management, etc. sufficient to exchange or convey information and to receive work direction.

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<#>Speaking in public;¶¶

Physical Requirements:

Positions in this class typically require: Feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping and walking.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

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NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007